



LOS ANGELES COUNTY COMMISSION ON HIV

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While not required of meeting participants, signing-in constitutes public notice of attendance. Presence at meetings is recorded solely based on sign-in sheets, and not signing-in constitutes absence for Commission members. Only members of the Commission on HIV are accorded voting privileges, thus Commissioners who have not signed in cannot vote. Sign-in sheets are available upon request.

Approved
1/2/09

STANDARDS OF CARE COMMITTEE MEETING MINUTES

February 5, 2009

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Angelica Palmeros, <i>Co-Chair</i>	Anthony Bongiorno	Lilia Espinoza	Angela Boger	Jane Nachazel
Fariba Younai, <i>Co-Chair</i>	Sharon Chamberlain	Miki Jackson	Jenell La’Gard	Glenda Pinney
Mark Davis		Rich Mathias	Tia Mao	Doris Reed
Maxine Franklin		Victor Martinez		Craig Vincent-Jones
David Giugni		Dean Page		
Terry Goddard				
Brad Land				
Jenny O’Malley				
Everardo Orozco				

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- 2) **Minutes:** Standards of Care Committee Meeting Minutes, 3/6/2008
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- 4) **Minutes:** Standards of Care Committee Meeting Minutes, 7/3/2008
- 5) **Minutes:** Standards of Care Committee Meeting Minutes, 8/7/2008
- 6) **Minutes:** Standards of Care Committee Meeting Minutes, 12/4/2008
- 7) **Comment:** Language Interpretation Services Standard of Care, Consultant, 1/20/2009
- 8) **Comment:** Language Interpretation Services Standard of Care, OAPP, 12/24/2008
- 9) **Comment:** Language Interpretation Services Standard of Care, Anita Hong-Ha Le, PALS for Health, 12/26/2008
- 10) **Comment:** Language Interpretation Services Standard of Care, Jenell La’Gard, OAPP, 1/28/2009
- 11) **Standard of Care:** Language Interpretation Services, 1/20/2009
- 12) **Standard of Care:** Medical Outpatient Services, 1/25/2009
- 13) **Graphics:** Standards Publication Proposed Covers, 2/5/2009
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- 15) **Graphics:** Standards Publication Proposed Covers, Individual Standards, 2/5/2009
- 16) **Spreadsheet:** Evaluating Service Effectiveness, 6/12/2007
- 17) **Spreadsheet:** Medical Care Coordination Model Implementation Timeline, 10/6/2008
- 18) **Memorandum:** Joint Initial Year 20 Priority- and Allocation-Setting Committee Meeting, 1/27/2009

1. **CALL TO ORDER:** Ms. Palmeros called the meeting to order at 10:15 am.
2. **APPROVAL OF AGENDA:**
MOTION #1: Approve the Agenda Order (*Passed by Consensus*).
3. **APPROVAL OF MEETING MINUTES:**
MOTION #2: Minutes for March 6, 2008; June 5, 2008; July 3, 2008; August 7, 2008; and, December 4, 2008 were approved as presented (*Passed by Consensus*).

4. **PUBLIC COMMENT, NON-AGENDIZED:** There were no comments.
5. **COMMISSION COMMENT, NON-AGENDIZED:** There were no comments.
6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP:** There were no comments.
7. **CO-CHAIRS' REPORT:** There was no report.

8. **STANDARDS OF CARE:**

A. Language Interpretation Services:

- The Committee reviewed and discussed comments and recommendations made by PALS for Health and OAPP.
- Under **Definitions and Descriptions**, the Committee agreed with the recommendation that "...at a level that permits them to interact effectively with HIV/AIDS service providers," be added to the definition of Limited English proficiency (LEP).
- It was agreed to incorporate additional language addressing interpretation for verbal non-English languages in addition to Spanish (Spanish is part of OAPP's agency contractual requirements).
- Although the Committee agreed to include language under the **Language Interpretation Services** section specifying the need and criteria for interpreter evaluations, it was determined that instructions on how to conduct the evaluations was too restrictive and should be left to the administrative agency.

MOTION #3 (Land/Giugni): Forward the Language Interpretation Services standard of care to the Commission for approval, as revised (*Passed by Consensus*).

B. Medical Outpatient:

- The Committee reviewed and discussed comments and recommendations made by the work group formed to review the standard in depth.
- **EXPERT PANEL PARTICIPANTS, Pg. 3:** In order to reflect that some on the expert review panel may have changed organizations, it was agreed to add the disclaimer, "Affiliation at the time of participation."
- **SERVICE INTRODUCTION, Pg. 4:** Specific test language was removed as it changes regularly. Medical Specialty is listed to indicate the different services.
- Throughout the document "Medical Case Management" references will be updated to "Medical Care Coordination" where appropriate.
- **SERVICE COMPONENTS, Pg. 12 and elsewhere in the document:** References will be referred to by "the most recent version" instead of actual dates because they are update on a regular basis.
- **Comprehensive HIV-related histories, Pg. 15:** "Socio-cultural assessment" was added.
- **Follow-up Treatment Visits, Pg. 18:** Reference to the US Public Health Standards will be added. Additionally, specific laboratory references will be removed because they change regularly.
- **Laboratory Assessment and Diagnostic Screening, Pg. 24:** "Cervical pap smear" will be added to "baseline lab tests."
- **Antiretroviral (ARV) Therapy, Pg. 28:** Correct second bullet typos to "higher" and "such as." Also change third bullet to reference Public Health guidelines.
- **Clinical Trials, Pg. 30:** Practitioner awareness of patients' complimentary, alternative, and experimental therapies will be added.
- **MEDICAL SPECIALTY SERVICES, Pg. 32:** Sixth bullet changed to "Infusion Therapy."
- **HEALTH CARE PROFESSIONALS, Pg. 53:** Nursing qualification language will be retained.
- Language consistency reviewed with prevention standards including PPC and CDC, with the American Academy of HIV Specialists, and nurse practitioner pharmacy certification language.

MOTION #4 (Yonai/Page): Approved draft language on anal and rectal exams, and anal pap smears (*Passed by Consensus*).

MOTION #5 (Giugni/Davis): Forward the Medical Outpatient standard of care to the Commission, as revised (*Passed by Consensus*).

9. **STANDARDS PUBLICATION:**

- Mr. Vincent-Jones discussed the standards of care publication that will include an introduction to the Continuum of Care, a section on introductory passages common to all the standards, the Patients Bill of Rights, grievance policies and procedures, and all the standards. The print run will be 500 to 1,000 binders with electronic updates as needed.

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- Posters will be created for the Continuum of Care, the Patients Bill of Rights and grievance policies/procedures. The Commission will request that OAPP contractually require providers to post them.
- Consumer brochures will also be developed and focus groups with consumers and case managers are being conducted to determine the best way to inform consumers of services, what to expect, etc.
- Everything, including PowerPoint presentations, will be on the website and available electronically.
- Mr. Vincent-Jones reported that HRSA listed the Commission's standards of care under their Online Resources link in their November 2008 Newsletter.
- The Committee reviewed examples of different design concepts provided by Ms. Walker, the standards publication graphic designer.
- The third cover design was preferred by the Committee for its clarity of design and diversity of represented populations.
- The first executive summary design was preferred for its clean design, single column and "I am my own advocate" slogan.
- The fourth brochure design was preferred for its clean design and reading ease.
- It was recommended that color choices take into account the ability of potential users to print clearly from a variety of printers.
- The Committee recommended larger type and that pictures throughout the publication be reflective of the populations being impacted (i.e., women of color).

10. **GRIEVANCE POLICIES AND PROCEDURES:** This item was postponed.

11. **SERVICE EFFECTIVENESS:** This item was postponed.

12. **STANDARDS DISSEMINATION:** This item was postponed.

13. **COMMITTEE WORKPLAN:** This item was postponed.

14. **MEDICAL OUTPATIENT RATE STUDY:** This item was postponed.

15. **AETC REPORT:** This item was postponed.

16. **NEXT STEPS:** There was no report.

17. **ANNOUNCEMENTS:** Ms. Reed reminded everyone about the Joint Priorities and Planning Committee and Standards of Care Committee meeting to initiate the Year 20 Priority- and Allocation-Setting process on February 24th from 1:30 to 4:30 pm.

18. **ADJOURNMENT:** The meeting was adjourned at 11:55 am.